

## **TCPN #FY04-21: New reinstatement policy for Department of Defense**

PLEASE NOTE: LEVEL 3 APCs - IT IS YOUR RESPONSIBILITY TO GIVE THIS NOTICE WIDEST DISSEMINATION TO GTCC PROGRAM PARTICIPANTS IN YOUR HIERARCHY

The purpose of this GTCC program update Travel Card Periodic Notice (TCPN) is to promulgate policy based on DOD Guidance in use of the reinstatement of cardholder accounts.

At Bank of America to date, 38% of all reinstatement applications received are incomplete and of that 38%, 35% are due to the cardholder's name missing on the application. In order to ensure timely processing of the application, please make sure all fields are complete before sending.

In addition, the number of duplicate new applications received is about as high as it has ever been. Please make sure you check the Account Search Tool in EAGLS prior to sending an application. This will let you know whether we have an account on the system for the cardholder. Submitting applications on existing accounts only delays the traveler and the processing of all new applications.

In order to be approved for reinstatement, **cardholders must meet set criteria and agree to a \$29 reinstatement fee, which will not be reimbursed by the DoD.** This fee covers the expense of reinstatement processing and reinforces to the cardholder the responsibility of using the Government Travel Card. A new application form is available to the Department of Defense Travel Card APCs via Bank of America's online EAGLS system. To access the form, please visit [www.gcsuthd.bankofamerica.com/forms/gsaforms/reinibcadod.asp](http://www.gcsuthd.bankofamerica.com/forms/gsaforms/reinibcadod.asp)

Criteria for Reinstatement is as follows:

Existing account

- ☐ Cannot have been charged off as a bad debt
- ☐ Balance must have been paid in full for a minimum of 60 days
- ☐ Must not have any payments returned to Bank of America for insufficient funds (NSF) in the previous 12 months and no more than 3 NSF payments in the life of the account

Cardholder must agree to

- ☐ Credit check (cardholder must meet minimum credit score requirements)
- ☐ Payment of the reinstatement fee of \$29, which will be billed upon reinstatement and appear on the cardholder's next billing statement
- ☐ If the reinstated account cancels, the cardholder will not be considered a second time

Department of Defense APCs should submit complete and legible reinstatement applications to Bank of America via one of the following two methods.

### **Fax**

888.784.1039 or 757.441.4993

*(Please note, this is different from the fax number for new applications)*

**US Mail**

Bank Of America  
P O Box 1637  
Norfolk VA 23510

If declined for reinstatement, cardholders will receive a letter stating the reason(s) for decline. If the application cannot be processed, the APC will be notified via DANDI email. Please note: all requirements for reinstatement applications will be the same as for new applications (i.e. physical address, phone numbers, signatures, etc).

If approved, the account will be opened as a restricted account, which the APC must activate prior to use. The cardholder will receive written notification of the approval through the mail. If the cardholder requires a replacement plastic, the request must be indicated in the appropriate box on the reinstatement application, and the card will be sent via USPS First Class Mail. Should expedited delivery be requested, the corresponding expedited delivery fee of \$20 will be billed and appear on the cardholder's next billing statement.

**Helpdesk**

Navy Travel Card Component Program Manager (CPM)  
DON eBusiness Operations Office  
Card Management Office  
5450 Carlisle Pike; P.O. Box 2050  
Mechanicsburg, PA 17055  
Fax: (717) 605-9362  
[travel\\_card@navsup.navy.mil](mailto:travel_card@navsup.navy.mil)

**Check out the new DON eBusiness Operations Office website at** [www.don-ebusiness.navsup.navy.mil](http://www.don-ebusiness.navsup.navy.mil)